Request for Proposals

for a

CAREER SERVICES MANAGEMENT SYSTEM

Issued by:
Pennsylvania State System of Higher Education
Office of the Chancellor

RFP #2012-OOC-LAV-31

Issue Date: October 16, 2012
Response Date: November 27, 2012; 2:00 p.m. EST

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CAREER SERVICES MANAGEMENT SYSTEM

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Section I
General Information

I-1 Purpose

This Request for Proposals (RFP) provides interested Service Providers/Suppliers with sufficient information to prepare and submit proposals for consideration by the Pennsylvania State System of Higher Education (PASSHE) to provide a **Web-based Career Services Management System.**

PASSHE is soliciting these Services on a collaborative basis on behalf of its 14 Universities. This RFP is part of a competitive procurement process which helps to serve PASSHE's best interests. It also provides Suppliers with a fair opportunity for their services to be considered.

I-2 Issuing Office

This RFP is being issued for PASSHE by the issuing office listed below. The issuing office is the sole point of contact for this RFP. Please refer all inquiries to:

Linda Venneri, CPSM
Collaborative Contracts Manager
Pennsylvania State System of Higher Education
Office of the Chancellor
Dixon University Center
2986 North Second Street
Harrisburg, PA 17110
V: 717-720-4135

Any RFP addenda/updates will be made available at PASSHE's eProcurement Exchange. Questions must be submitted there as well. Those suppliers who registered at PASSHE's eProcurement Exchange will be automatically notified of responses to questions concerning the RFP.

From the issue date of this RFP until a determination is made regarding the selection of a supplier, all contacts concerning this RFP must be made through the issuing office. Only information supplied by the issuing office, including responses to questions regarding the RFP, should be used in preparing proposals. Any and all other contacts or information received regarding the subject prior to the release of this RFP should be disregarded in preparing responses. Any violation of this condition is cause for PASSHE to reject a supplier's proposal. If it is later discovered that any violations have occurred, PASSHE may reject the proposal.

Pertinent Dates:

A. **Final questions prior to submission: November 16, 2012, 2:00PM EST**
B. **Submission Deadline: November 27, 2012, 2:00PM EST**

I-3 **Scope**

This RFP contains instructions governing the responses to be submitted and the material to be included therein, a description of the services to be provided, requirements which must be met to be eligible for consideration, and contract terms and conditions.

I-4 **Pre-Proposal Conference**

There is no pre-proposal conference currently scheduled.

I-5 **Rejection of Proposals**

PASSHE reserves the right to reject any and all responses received from suppliers as a result of this RFP and to cancel this solicitation at any time prior to the execution of any contract.

I-6 **Contract**

It is proposed that, if a contract is entered into as a result of successful negotiations, the selected supplier will be required to sign a standard Commonwealth of Pennsylvania contract. This agreement will contain the provisions shown as the Service Purchase Contract Terms and Conditions found at the PASSHE website. Proposal/contract negotiations may be undertaken with suppliers whose proposals show them to be qualified, responsible, and capable of performing the work. The "Work Statement," as negotiated, will be incorporated into the standard contract**.**

Contract terms and conditions are negotiated upon issuance of intent to award to the supplier. However, some of the terms are not negotiable as they are required to do business with the Commonwealth. Prohibited contract clauses include assignment clauses, law of the contract, attorney's fees, court costs, entry of judgment, indemnity and hold-harmless clauses, arbitration clauses, payment in advance and payment of insurance. Specific contract clauses in the following sections are not negotiable. Section 3: Compliance with Law, Section 13: Assignment of Antitrust Claims, Section 14: Hold Harmless Provision, Section 20: Assignability and Subcontracting, and Section 27: Applicable Law.

The Supplier will be deemed to have accepted the standard terms and conditions, except as are expressly called out in the Supplier's proposal. If exceptions are taken, the Supplier must submit a "redlined" version of the term or condition showing all modifications proposed by the Supplier. The Supplier must provide an explanation as to why the modification is required. The Supplier's willingness to accept the Master Agreement Terms and Conditions, with minor clarifications, shall be an affirmative factor in the evaluation of the Supplier's proposal. Suppliers must submit any exceptions to the Commonwealth of Pennsylvania contract in their response and include any contracts, orders forms, and terms/conditions for which the Supplier requires signature.

The initial term of the contract resulting from this solicitation will be for five years.

I-7 **Incurring Costs**

PASSHE is not liable for any costs or expenses incurred by suppliers in the preparation or submission of their proposals or for attendance at any conferences or meetings related to this RFP.

I-8 **Supplier Responsibilities**
Suppliers will be expected to register at PASSHE's ePROCUREMENT EXCHANGE in order to submit proposals. The individual listed will be the sole point of contact with regard to contractual matters.

I-9 **Prime Supplier/Subcontracting**
Eligible Suppliers will be considered prime suppliers with respect to any work they are awarded. Any use of subcontractors must be approved in writing by PASSHE. Prime suppliers are encouraged to solicit quotes from Minority and Women-Owned Business Enterprises when requiring subcontractors.

I-10 **Economy of Preparation**
Proposals should be prepared simply and economically, providing a straightforward, concise description of the supplier's ability to meet the requirements of this RFP.

I-11 **Disclosure of Proposal Contents**
Suppliers' proposals will become part of the contract award resulting from this RFP and are not, therefore, confidential. PASSHE has the right to use any other concepts presented in any reply to this RFP. Selection or rejection of a proposal does not affect this right. Effective January 1, 2009, all responses to procurement opportunities are subject to Pennsylvania Right-to-Know Law, 65 P.S. §67.101 et seq., (Act 3 of 2008). Refer to Section I-20 for additional information.

I-12 **Addenda to the RFP**
If it becomes necessary to revise any part of this RFP, addenda will be posted at PASSHE's ePROCUREMENT EXCHANGE. The information contained on this website is current and accurate. It is the Supplier's responsibility to check this site periodically to obtain any changes to the solicitation. Suppliers must acknowledge all addenda in their proposal response. Suppliers who fail to submit current copies of the solicitation may be deemed non-responsive. Suppliers who do not have access to the Internet should notify the issuing office.

I-13 **Debriefing Conference**
Suppliers whose proposals are not selected will be notified of the name of the selected supplier and will be given the opportunity to be debriefed. The purpose of the debriefing is not to compare proposals, but to provide information that may assist individual suppliers in preparing future proposals. The Issuing Office will schedule the date, time, and location of all debriefing conferences.

I-14 **News Releases**
News releases pertaining to this RFP may not be made without PASSHE'S approval, and then only in coordination with the Issuing Office.

I-15 **Response Date**
To be considered, proposals must be received by the issuing office (via PASSHE's ePROCUREMENT EXCHANGE) on or before the due date listed in Section I-2 above. Late submissions will not be accepted.

I-16 **Proposals**

To be considered, proposals must consist of a complete response using the format provided in Part IV of this RFP. Proposals must be submitted utilizing PASSHE's ePROCUREMENT Exchange. If a supplier does not have the capability to use this eProcurement tool, please notify the issuing office. Proposals must consist of a complete response to the requirements outlined herein and shall be submitted to the issuing office no later than the required submission date. No other distribution of proposals will be made by the Supplier. Proposal contents will become contractual obligations if and when a contract is executed. For this RFP, the proposal, as submitted, must remain valid during the entire solicitation, award, and contract finalization process.

I-17 **Cost Data**

All cost data for the proposal shall be submitted as a separate document, apart from the Technical Proposal. Absolutely no pricing can appear anywhere in the Technical Proposal. Failure to meet this requirement will result in automatic disqualification of the proposal.

I-18 **On-Site Presentation**

Suppliers who meet the initial qualification criteria may be required to make an onsite presentation. The outline for the material to be covered in the presentation will be provided to suppliers at least two weeks in advance of the presentation date. All suppliers who are invited to make a presentation will be given the same outline to ensure that the presentations are consistent. All presentations will be held at the same location and each supplier shall be allowed the same amount of time for their presentation. All costs associated by such presentations will be borne by the supplier. Promotional items shall not be provided at these presentations.

I-19 **Supplier Responsibility Program**

Suppliers must certify that they are not currently under suspension or debarment by the Commonwealth of Pennsylvania, any other state, or the federal government to the best to their knowledge. Additionally, suppliers must certify that they are not tax delinquent with either the Pennsylvania Department of Revenue or the Pennsylvania Department of Labor and Industry to the best of their knowledge. Suppliers must acknowledge that if they are currently under suspension or debarment, or if they owe delinquent taxes, their proposal may not be accepted or considered. Suppliers will certify to all of the above upon submittal of their proposal.

I-20 **Open Records**

Please be advised that effective January 1, 2009 all responses to procurement opportunities are subject to the Pennsylvania Right-to-Know Law, 65 P.S. §67.101 et seq., (Act 3 of 2008). The Right-to-Know Law permits any requestor to inspect and/or copy any record prepared and maintained or received in the course of the operation of a public office or agency that is not subject to the enumerated exceptions under the law. If your response to this procurement opportunity contains a trade secret or confidential proprietary information, you should include with your response a separate signed written statement to that effect. Should your response become the subject of a Pennsylvania Right-to-Know Law request, you will be notified by the procurement office to identify all trade secrets or confidential and proprietary information that is included in your response. The State System will then determine whether the claimed trade secret or confidential and proprietary information is subject to disclosure.

I-21 **Type of Contract**

PASSHE reserves the right to (a) award a single contract for all services, or (b) not award a contract. Contract negotiations will be pursued with a subset of compliant respondents whose proposals best meet financial, contractual, and technical and support requirements for PASSHE. Negotiations will be opened with firms of lower preference (one at a time, in order of preference) only if a fair and reasonable set of fees/billable rates and/or agreement of final contract terms and conditions cannot be established with the firm of higher preference.

Section II
Description of the Organization

II-1 **PASSHE Fact Sheet**

Pennsylvania State System of Higher Education Fact Sheet

II-2 **PASSHE Strategic Direction**

Pennsylvania State System of Higher Education Strategic Initiatives

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Section III
Work Statement

III-1 Objective

A. **General:** Web-based Career Services Management System.

B. **Specific:** A comprehensive software solution to enable up to fourteen career centers to streamline and manage job postings (including full-time employment, internships, cooperative education, student employment, work-study, volunteer work, service learning), job seeker and employer registration, employer contact management, document management, reporting, communication and more, from one web-based system. System should allow for a shared job board with basic components among the fourteen career centers, as well as individual sites for each university with optional components.

C. **Suppliers must provide the following basic system components, and they must be integrated and relational, including:**

1. Student, alumni and employer registration
2. Job posting/management
3. Document management
4. Resume books
5. Resume collection and referrals
6. Extensive reporting
7. Automated communication
8. Mass and targeted e-mailing
9. Event calendar
10. Career event management
11. Employer contact management
12. Social media integration

D. **Suppliers must provide the following system components which universities may opt to use, and they must be integrated and relational, including:**

1. Interview scheduling
2. Appointment scheduling
3. Counseling notes
4. Placement tracking
5. Alumni mentoring
6. Faculty access
7. Surveys
8. Job seeker portfolio

Each University shall have the ability to opt-in or out of specific components that are optional.

III-2 **Nature and Scope of the Project**

PASSHE plans to execute a Firm Fixed Price (FFP) Contract as a result of this RFP. The award will be based upon criteria, standards, and weighting identified in this RFP. Any resulting Contract from this RFP will be a Non-Exclusive Contract. PASSHE reserves the right, at its discretion, to retain other Suppliers to provide any of the Services identified under this procurement.

III-3 **Deliverables**

The Supplier will make available to each University their ASP Basic Software (including all updates/upgrades) that provides functionality to collect, enter and approve job postings, search resumes and refer such resumes to prospective employers, and to generate reports about students, alumni, employers and job postings.

It is expected that the Supplier's webpages will be linked to the University's Career Services Center websites, allowing for each University's own branding.

The Career Services Management System ("System") must meet or exceed the following requirements:

A. **Students/Alumni**

1. **Students/Alumni Document Management**
   The System must allow students/alumni to:
   a. upload/view documents in Microsoft Word (doc or docx, pdf or rtf format) with a maximum resume file size of 1 MB.
   b. upload documents including cover letters, resumes or other portfolio items and include settings that will allow the students/alumni to keep this information public or private.
   c. upload multiple documents.
   d. select which documents are viewed by or sent to employers.

2. **Placement and Student/Alumni Tracking**
   The System must allow:
   a. students to note if they have accepted a job or accepted a graduate/professional school.

3. **Student Search for Employers**
   The System must allow:
   a. individual Universities to provide the option for students/alumni to search all approved employers (company name and web site only) searchable by location and experience level.
   b. a search function for students/alumni to run customizable job searches.
   c. students/alumni to save their searches and create customized searches.

4. **Career Events**
   The System must allow students/alumni to:
   a. register for in-person and virtual career events and activities.
   b. search registered employer profiles and available positions.
   c. submit their resume for an event.

d. submit payment for a registration fee.

5. **Calendar**
The System must provide:
   a. a calendar to manage job searches in the students/alumni portal.
   b. an events calendar, announcements, and resource library.
   c. an option for students/alumni to sign up for information sessions and career events.

B. **Employers**

1. **Contacts**
The System must allow:
   a. employers to provide company and point of contact information.
   b. the ability to have multiple employees listed as company contacts each with their own unique login and password.
   c. employers to indicate their alumni status or interest in attending on-campus events.

2. **Searches**
   a. The System's database must be searchable by authorized employers to identify students by major, job location, graduation date, type of position, skills and work status. The System must allow for employers to save their searches.

3. **Calendar**
   a. The System must provide a calendar for the employer portal.

4. **Job Database**
   a. The System must allow for employers to post full-time and part-time jobs, internships, seasonal positions, volunteer opportunities, student employment and/or on-campus positions.
   b. The System must not charge employers for postings.
   c. The System must allow employers to indicate job title, job responsibilities, salary, type of job (part-time, full-time, internship, etc.), job location, level of experience preferred, desired major(s) and/or degree, GPA, certifications, special skills, and other specific requirements.
   d. The System must allow an employer to view their current and expired postings. These expired postings should be updated and re-posted without the employer needing to recreate the posting.
   e. The System must allow employers to see how many students have viewed their job posting and how many students submitted their resume in response to the posting.

6. **Career Events**
The System must allow employers the ability to:
   a. register for in-person and virtual career events and activities.
   b. search submitted student resumes.

c. upload documents or images related to their posting or to their participation in an event (including documents in Microsoft Word doc or docx, pdf or rtf format and that accepts HTML formatting, including graphics, color and bold).
d. have employer account profile data populate directly to event registration (employers who already have an account and are registering for a campus event. Employers should not have to create a new password or account to register for events).
e. submit payment for a registration fee.

C. **Faculty**

1. The System must allow for faculty to register for an individual portal and allow access to specified student information.

2. The System must allow for faculty to save their searches.

3. The System must provide a calendar for the faculty portal.

D. **Administrators**

1. **Automated Communications**
The System must allow:
a. mass emailing and attachment capabilities (including documents in Microsoft Word doc or docx, pdf or rtf format and that accepts HTML formatting, including graphics, color and bold) where large groups of students/alumni or employers can be sent information from the University staff.
b. administrators to send text messages to students/alumni (either individually or to a group of students/alumni).
c. administrators to send, save and track personalized e-mails to students/alumni and employers (i.e. "history" that tracks to which students/alumni and employers an e-mail was sent).
d. administrators to send out targeted e-mails to students/alumni and employers based on their last scheduled appointment, date of service, etc.

2. **Student/Alumnus Profile Management**
The System must allow:
a. each University to fully customize student/alumni registration fields.

The System must allow Administrators to:
i.a. enter notes about a student/alumnus that remain private.
b. record and flag counseling notes for follow up with students and alumni.
c. approve or decline alumni account registrations.

3. **Employer Profile Management**
The System must allow:
a. administrators to approve, put on hold or decline employer registrations and/or job postings.

b. administrators to post job postings to either the University site or the consortium site.
c. different levels of employer access (i.e. search student resumes, job postings, career events, or on-campus recruiting).
d. employers to be flagged for specific follow up. Track notes with date and time. Includes an event log, with all activities attended by the employer. Track all e-mails, jobs posted and how active the employer has been on the site and generate reports.
e. administrators to send, save and track personalized e-mails to employers.
f. administrators to change primary employer contact entered in company profile without manually deleting the contact from the profile.
g. administrators to view expired job postings for the previous seven years, and the number of times a posting has been viewed on both the individual and shared job boards.
h. administrators to search and contact employers by criteria such as but not limited to registration date, last on campus recruitment date and last job posting.
i. administrators to generate reports of employers' most recent activity (on-campus recruitment, postings, etc.)
j. administrators to search and e-mail employers by on-campus recruitment, non-on-campus recruitment and ALL.
k. a customizable search field for employer types of positions.
l. notes or follow up information to be added by the University regarding the company and individual employees.
m. administrators to indicate whether an employer is an alumnus, attends specific on campus events, hosts on-campus interviews, etc.
n. administrators to search for employers by specific criteria who have registered for an event.

4. **Unlimited Reporting**

The System must allow administrators to:

a. create customizable search reports that allow for sorting student/alumni records (i.e. by gender, undergraduate or graduate level, ethnicity, major, department or veteran status).
b. report on unique users, repeat users and what services they accessed.
c. track the number of resume referrals that are made for a given student or alumnus.
d. search all student and alumni activity within the System (i.e. login frequency).
e. generate reports from the System including, but not limited to, number of students or alumni served, students and alumni who have accepted jobs, number and types of majors served, staff specific reports, and other demographic reports.
f. extract ad hoc data from the System.
g. run comprehensive reports for a specific student/alumnus and employers to see participation (events, job applications, mentor network, etc.)
h. search customizable search fields for students and alumni (i.e. gender, ethnicity or veteran status).
i. review and approve job seeker resumes uploaded to the site.

5. **Document Management**
The System must allow:
   a. administrators to e-mail job seeker resumes to employers.
   b. a built-in Resource Library and include the ability for administrators to add additional information to the Resource Library.
   c. administrators to review and approve students/alumni resumes uploaded to the site.

6. **Document Approval/Pending Record Approval**
The System must allow:
   a. the option for certain documents to only be approved by select administrators before such documents are posted to a student's portal. The System must note which administrator approved the document.
   b. administrators to review, edit, and suggest changes to students/alumni documents.
   c. the individual Universities to determine how many reviews and what documents must be reviewed before the document is active for employers to view.
   d. an option for students/alumni to submit documents to be approved by an administrator before the documents are made public.

7. **Career Events**
The System must allow administrators to:
   a. fully customize event registration form fields for job fairs, presentations, workshops, and other in-person and virtual career events.
   b. input date, time, type of event, pre-registration required and a general description of the purpose of the event.
   c. indicate whether students, alumni, faculty, and/or employers can view the event on their calendar portal.
   d. upload documents (.docs, .excel, .pdf, .pub) images (.jpeg, .gif) and/or videos (YouTube, Flash) relating to the event to be accessed by students, alumni, faculty, or employers (i.e. advertisements, logos, handouts).
   e. enter, approve, decline, edit or delete registrations for an event or program.
   f. generate a confirmation email which will be sent to employers or job seekers upon and after registration.
   g. email or text information to students, alumni, faculty, or employers regarding the event or changes made to the event.
   h. search for and alert specific students, alumni, faculty, or employers about the event.
   i. download and customize event registration data of attending employers and job seekers.

8. **Additional Features**
   a. The System should provide a mentor function where administrators can enter information of potential mentors and allow for such to be searched by students.
   b. The System must have a survey tool that will allow for University staff to generate surveys for students/alumni and employers.

c. The System must allow for administrators to post job announcements and create an external link to job opportunities.

E. **On-Campus Recruitment**

1. **Registration**
The System must allow:
   a. employer account profile data to populate directly to on-campus recruitment registration form.
   b. administrators to approve or put on hold (and sent notice) to employers.
   c. administrators to track on-campus recruitment for specific employers and their contacts for each recruitment event.
   d. an employer to use one job posting for multiple recruitment types: job board, resume collection and campus interviews.
   e. employers to indicate preferred recruiting date(s), start time, end time, and technology needs.
   f. administrators to approve or decline students/alumni eligibility for on campus recruitment.
   g. administrators to email or text students/alumni and employer contacts connected with the on campus recruitment event.
   h. the ability to provide fields for all on campus recruitment types, including open and pre-selected interviews, resume collection, information tables, information sessions, and class/club presentations.

2. **Resume Collection**
The System must allow:
   a. administrators and employers to download and bundle documents.
   b. students/alumni to submit resumes for resume collection and on-campus recruiting interviews.

3. **Interview Schedules**
The System must allow:
   a. employers to request open or pre-selected interview schedules.
   b. employers and administrators to manage on-campus open or pre-selected interview schedules.
   c. employers to review resumes of applicants, select or reject applicants, and select alternates.
   d. interview scheduling, which includes open or pre-selected interviews, the creation of more than one interview schedule for the same job on different dates, changing interview date without deleting original posting and resume submissions.
   e. students/alumni (including alternates) to sign-up for on-campus interviews.
   f. administrators to create an interview schedule with company name, location, start time, end time.
   g. administrators to monitor applicant submissions and employer selection.

F. **Career Event Management**
The System should notify or alert employers who attempt to register but already have an account in the System.

The System must allow Administrators to:

a. create, customize, and manage career events for job fairs, presentations, workshops, and other in-person and/or virtual career events
b. generate invoice and confirmation notice sent to employer through email upon registration approval.
c. allow employer account profile data to populate directly to event registration.
d. email or text information upon and after registration for event or program.
e. generate reports of event statistics and data (i.e. employer industry, jobseeker pre-registration, jobseeker attendance, employer attendance/cancellation, jobseeker views of event.)

Optional Features:

a. The System can provide students, alumni and employers to pay for in person and virtual career events.
b. The System can provide automated scan in system that allows students to use their student ID to check in for appointments, events and programs.
c. The student/alumnus can self-schedule appointments with staff during defined dates/times.

III-4 Technical Requirements

- PASSHE shall retain ownership to all student, alumni and employer data.
- The Supplier must allow each University to control the branding on their website.
- The System must allow full system customization.
- The System must allow for an unlimited number of administrators to have access to the site.
- Public Website: Must allow for job openings to be submitted to a public site.

A. Data

1. Data transfers must be encrypted.

2. Access to data must be restricted.

3. Physical storage of data must be protected from unauthorized access.

4. Data must be backed up appropriately and be recoverable.

5. All updates to computer operating systems and software must be current and active. Malware protection must be in place to prevent exploitation of data.

6. The Supplier must allow access to the System/Services 24 hours a day, seven (7) days per week.

7. The Supplier's management system must be hosted on a secure web server.

8. The ability for whitelisting is required so that e-mails can be sent through blocking programs.

III-5 Installation/implementation

1. The Supplier shall be responsible for complete installation/implementation of the Software.

2. Data Migration of the consortium site and the individual University sites (Configuration and Conversion of Preexisting Data) shall not be done manually by the University. As part of the initial install, the Supplier shall import this data into the University's management system.

    a. An Account Manager should guide the Career Services office through the implementation process, which includes system setup and configuration, data conversions, consultations and web-based trainings.
    b. A timeline and tentative implementation and training schedule will be determined individually by each school.

3. Installation will not be considered complete until all functions required herein and as defined in submitted documentation are successfully demonstrated to users and technical staff.

4. The Supplier must provide any/all additional Software necessary, at no cost to the University, to meet performance requirements if the software purchased from the Supplier does not meet the specifications.

III-6 Training

1. The Supplier must provide all training required for successful support and operation of the System.

2. The Supplier must provide comprehensive training within thirty days of implementation.

3. The Supplier must provide a user's manual for the System in either written form or via a website.

4. The Supplier must provide two (2) complete copies of all end-user technical installation documentation/operating manuals for all software provided.

5. The Supplier must provide each University with all necessary training, support, and technical assistance required to implement and carry out the terms of the contract.

III-7 Supplier Support

1. Technical support must be provided by the Supplier during normal business hours (Monday through Friday from 9:00 A.M. – 5:00 P.M.). Remote technical support of the

software may also be available by telephone, electronic mail or other remote support as chosen by the Supplier from time to time.

2. The Supplier shall provide each University with a toll free telephone number(s) for reporting service calls.

3. The Supplier must respond to service calls within two (2) hours.

4. The Supplier must resolve any technical issues within a reasonable period of time not exceeding five (5) business days.

5. The Supplier shall be responsible for trouble-shooting any problems that develop. If the problem is traced back to the University, it will become the responsibility of the University at that point.

6. Unless otherwise specified herein, the Supplier shall be responsible for furnishing all material, labor, facilities, equipment, and supplies necessary to perform the Services required herein.

III-8 Licenses

1. Software License Grant: If a Software License is proposed as part of the Solution, the Software License shall grant PASSHE a worldwide, perpetual, irrevocable, non-exclusive, non-transferable, limited license to use the Software and its associated Documentation, subject to the terms of the Contract.

2. Except as otherwise permitted under the contract, PASSHE agrees not to: remove or modify any program markings or any notice of Supplier's proprietary rights; make the programs or materials available in any manner to any third party for use in the third party's business operations, except as permitted herein; or cause or permit reverse engineering, disassembly or recompilation of the programs.

3. The Supplier must hold the right to allow PASSHE to use the Software or hold all title, right, and interest (including all ownership and intellectual property rights) in the Software and its associated Documentation.

III-9 Testing and Acceptance

PASSHE requires that an integrated and coherent approach to complete System testing, Security Review and Testing, Deficiency correction, Acceptance, and training, and that Warranty Services be provided to ensure a successful Project.

III-10 Pricing

This area will be evaluated on the best price proposed by the Supplier. While this area will be given consideration, it will not normally be the deciding factor in the selection process. Provide a Firm Fixed Price inclusive of all related components necessary to make the product work. PASSHE will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services. PASSHE will not pay for any shipping or delivery fees unless specifically itemized in the Contract.

Prices proposed in the Supplier's response will be valid for a minimum of one year effective July 1, 2013. Suppliers' proposals must describe how future price increases will be minimized and capped and how both increases and decreases will be passed on to PASSHE. Suppliers must explain the proposed process to implement price changes. PASSHE requires that pricing be uniform for all Universities. Any special discounts must be offered to all Universities.

All cost data for the proposal shall be submitted as a separate document, apart from the Technical Proposal. Absolutely no pricing can appear anywhere in the Technical Proposal. Failure to meet this requirement will result in automatic disqualification of the proposal.

Section IV
Information Required From Suppliers

IV-1 Suppliers will be required to provide to the members of the RFP Evaluation Committee, an interface demonstration with a two week exploratory period during the RFP evaluation period. ***It is estimated that this demonstration will be held within six weeks from receipt of proposals.***

While Suppliers are encouraged to submit the most creative, cost effective proposal possible, the inclusion of extraneous commercial and/or sales literature as a substitute for responses to questions included in the RFP is strongly discouraged. Any supplemental information that you elect to provide should be attached as appendices to your proposal. In addition to responding to Section III of this RFP, include the following information with your proposal.

STATEMENT OF QUALIFICATIONS

- Company Profile
- Supplier Partnerships
- Statement of Understanding

WORK PLAN

- Experience
- Statement of Qualifications
- Client Satisfaction

Additional Information: In addition to responding to the information requested in Section III of this RFP, include the following information as well.

- Provide a brief description of your implementation plan. Include the length of time required for the implementation and what information is required from the universities to achieve the implementation.
- Provide a description of your training efforts.
- Provide a description of your technical and customer support.
- Provide information on sustainability initiatives, if any.
- Provide information on diversity initiatives, if any.
- List any other value-added services.

IV-2 **Response to Cost Problem**

All cost information must be kept separate from the technical portion of the proposal. Absolutely no pricing can appear anywhere in the technical proposal including technical proposal appendices, or the Supplier's proposal will be disqualified.

IV-3 **Instructions for Proposal Submissions**

PASSHE is utilizing an electronic procurement system for its solicitations. In order to submit a proposal, interested suppliers need to register at PASSHE's ePROCUREMENT Exchange.

Important: Suppliers should contact the issuing office if they are unable to register correctly, or if they experience difficulty in uploading/downloading documents from the eProcurement Exchange.

Response Format: Proposals are to be straightforward, clear, concise and specific to the information requested. In order for proposals to be considered complete**,** Suppliers must provide the information requested in Section III of this RFP. As part of their proposals, Suppliers must provide firm fixed pricing on the System being offered. Pricing shall include all anticipated charges.

What to Submit with your Proposal:

Click on the "Bid" tab.

1. Answer Request for Information (RFI) items if provided.

2. Attach a zipped folder containing the documents listed below:
   - Technical Proposal
   - Cost Proposal
   - Appendices to the technical or cost proposals (please review carefully to ensure your technical documents do not contain cost information).

How to Submit your Proposal:

Save your files as a single zipped folder. From the **Bid** tab, click on "browse" (middle of the page), then find and select the zipped folder name. The zipped folder will be attached to your bid submission when the **Submit Bid** button is clicked. The maximum individual file or folder size is 20Mb. Instructions to zip a file are in the FAQ section at the eProcurement Exchange. Refer to Microsoft's Help Guide for additional instructions. **Contact the issuing office for assistance if needed.**

Verifying that your Proposal was Submitted - If submitted properly, you will receive an acknowledgement appearing in the middle of your screen saying "Your bid has been recorded" and a bid receipt number will be provided.

Withdrawing Your Proposal - You may withdraw your proposal at any time up to proposal due date and time by simply clicking on Withdraw Bid, located at the bottom of the **Bid** tab.

Help Guides - There are several Help Guides and video tutorials available on the various screens. If additional support is needed, please contact the issuing office.

Section V
Criteria for Selection

V-1 Evaluation of Proposals

All proposals will be reviewed and evaluated by a committee of qualified personnel selected by PASSHE. The committee will recommend for selection the proposal(s) that most closely meets the requirements of this RFP and satisfies PASSHE's needs.

Remember to:

- Check PASSHE's ePROCUREMENT EXCHANGE for addenda.
- Carefully review all listed requirements to ensure compliance with the RFP.
- Keep cost data separate from technical information.

V-2 Selection Criteria

The following areas of consideration will be used in making the proposal selection:

A. Demonstrated understanding of PASSHE's requirements. This refers to the Supplier's understanding of PASSHE's needs that generated the RFP, of PASSHE's objectives in asking for the Service, and of the nature and scope of the work involved.

B. Supplier Qualifications/Experience. Competence and experience of the company and its proposed resources. This includes the experience, expertise, and resources of the Supplier to meet the terms of this RFP.

C. Soundness of Approach. This refers to whether or not the Supplier's approach for assisting PASSHE responds to the written specifications and requirements of the RFP, and meets PASSHE's objectives. Of equal importance is whether the approach is completely responsive to all written specifications and requirements contained in this RFP, specifically with regard to those listed in Section III.

D. Cost. PASSHE desires the best pricing offered for a collaborative procurement. While this area will be weighted heavily, it will not normally be the deciding factor in the selection process. The process of competitive negotiation being used in this case should not be confused with the different process of competitive sealed bidding. The latter process is usually used where the goods or services being procured can be described precisely and price is generally the determinative factor. With competitive negotiation, however, price is not required to be the determinative factor, although it may be, and PASSHE has the flexibility it needs to negotiate with suppliers to arrive at a mutually agreeable relationship.

E. Willingness to agree to the required Commonwealth contract terms and conditions.